

Clicklaw Information Package

- This PowerPoint is provided as part of a DIY info package for anyone who would like to provide their audience with a **10-20 minute introduction** to Clicklaw.
- **Anyone** can give this presentation without any prior knowledge – a quick look through the notes should familiarize you with the Clicklaw website.
- Each slide has notes (see below) with some brief **talking points** about each slide to aid your presentation.
- Please send any feedback or questions to:
editor@clicklaw.bc.ca

Source: clicklaw.bc.ca/content/promo | Last reviewed: June 5, 2019

Note: This slide is read-only. You can remove this slide for your presentation.

Clicklaw



An Overview



www.clicklaw.bc.ca is a program of Courthouse Libraries BC

-Quick overview: Clicklaw is a website, and it is essentially a database of legal resources and services for the everyday person. It's a way to find answers to everyday legal problems, but specifically for people in B.C. It's a good starting point if you're trying to find out what a legal issue is, or to find a person that can help.



- A website that aggregates plain language legal information and services for British Columbians



- Collaboratively developed, plain language legal publications that are published online in a Wiki platform



- Helps public libraries provide current legal information by providing assistance with developing legal collections & training sessions to public librarians



- A library with 28 branches to help clients find and use legal information

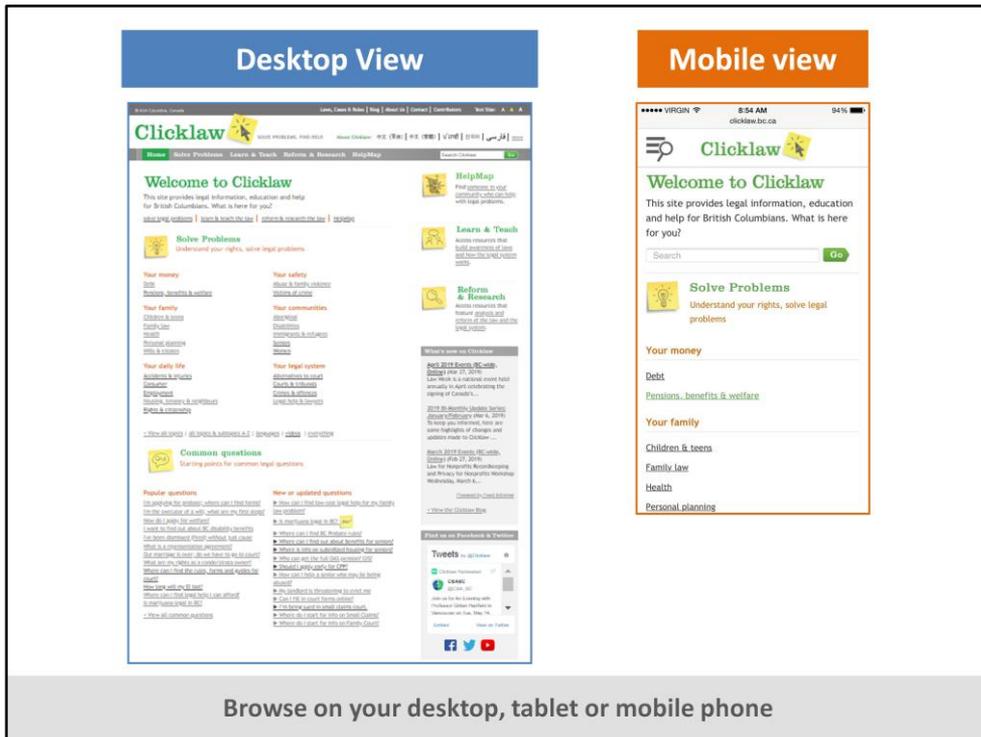
Courthouse Libraries BC provides four (4) programs that help the public

Clicklaw is just one piece of the resources that Courthouse Libraries BC (CLBC) provides for the public. We'll go through these in more detail, but just to give you an overview...

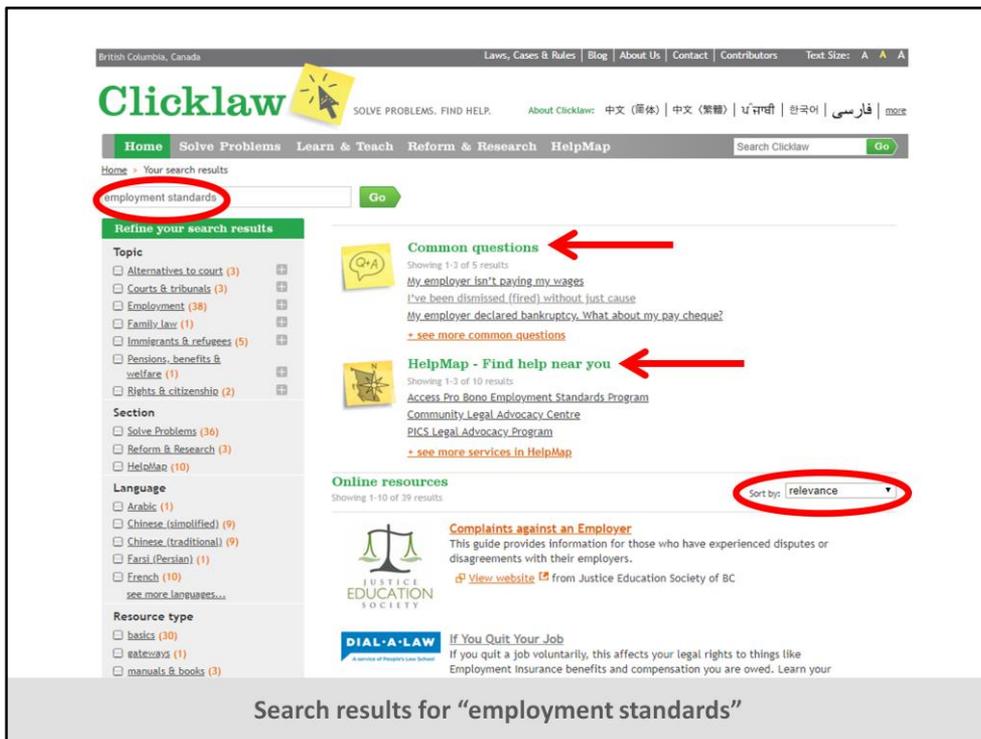


-Clicklaw itself isn't a publisher of content. You'll search for something—for example: "cpp" or "adoption"—then get a search result of resources and services that relate to the topic, but they'll be published by a contributor organization. There are dozens of different trusted organizations in BC, with different types of content expertise and service offerings, that add their resources to Clicklaw.

-These are some examples.



- You can view the Clicklaw website on your computer, or mobile phone – anywhere, anytime.
- We'll be using the desktop version of the site to show examples in the PowerPoint, but please feel free to check it out on your phone! Use the hamburger menu icon in the top left of the screen to open the navigation.
- On the desktop site, use the search bar on the top right, or find resources and services by clicking on the topics on the front page.
- The Clicklaw topics, or “taxonomy/terminology” is developed with feedback from contributors. It’s language that the public would use to describe their legal issue, rather than legal terminology that a lawyer would use.
- The next slide shows what you see if you search for “employment standards”.



-Here is a screenshot of the search results for “employment standards”.

-First you’ll see “Common Questions”. These FAQs are added to as Courthouse Libraries BC frontline staff get asked questions repeatedly about a particular topic. Sometimes new questions are added on the suggestion of a contributor organization. All questions are written in easy to understand, plain language and direct people to good starting places and where to get help. These have been narrowed down to those that relate to “employment standards” – what was entered into the search bar. Let Clicklaw know if you have any suggestions for new questions to add. (Contact info at end of slide)

-You’ll also see HelpMap Services. These are clinics, phone lines, workshops, and other services where your client can talk to a real live person about their issue. You can search the HelpMap on its own, but because we’ve searched for “employment standards”, you’ll see only results that relate to that.

-You can click on both the headings and the “+see more” links to see the full list of related results.

-Last but not least, there is a feature that lets you sort resource results by last reviewed date. You can see it in the drop down, along with methods to sort results by most viewed, relevance, and alphabetical order.

HelpMap
Find those who can help with legal problems within British Columbia.

Two different ways for you to find help:

1 Search the HelpMap for law related help with a Keyword OR Location.

and / or

OR

2 Select a Topic to start your search on HelpMap:

Your money
Debt
Pensions, benefits & welfare
Taxes & finances

Your family
Children & teens
Family law
Health
Personal planning
Wills & estates

Your daily life
Accidents & injuries
Business & non-profits
Cars & getting around
Consumer
Employment
Environment
Housing, tenancy & neighbours
Media & internet
Privacy & access to information
Rights & citizenship

Your safety
Abuse & family violence
Victims of crime

Your communities
Aboriginal
Disabilities
Gays, lesbians, trans & bisexuals
Immigrants & refugees
Seniors
Women

Your legal system
Alternatives to court
Courts & tribunals
Crimes & offences
Legal help & lawyers

clicklaw.bc.ca/helpmap: Search by topic and/or location

-On the previous slide, you saw HelpMap services as part of a search results page.

-You can also search the HelpMap directly if you know you are looking for a help service, by clicking on HelpMap in the header or by navigating directly to clicklaw.bc.ca/helpmap.

-Search the HelpMap directly by using a keyword (e.g. “court forms”) as well as your location (if you type in a city name, the results will only include physical locations in the city/town you search, as well as BC-wide telephone or online services – so by putting in Vancouver, I’ll only get services with physical locations in Vancouver, or those that are offered over the phone or online.)

-Or, you can search by a topic. Say you want help with finding out about the PWD benefit, you might click on “Disabilities” under “Your communities” OR, “Pensions, benefits & welfare” under “Your money”.



Legal Services Society
British Columbia
www.legalaid.bc.ca

Family LawLINE

Family LawLINE lawyers give legal advice about family law issues such as parenting time or contact/access, guardianship/custody, child support, spousal support, property division, family agreements, adoption, and court procedures. To be considered for this service, call the LSS Call Centre at the hours indicated below.

[View website](#)

topic	Family law; Legal help & lawyers
type of service	Legal advice, representation or advocacy
phone	604-408-2172 (Greater Vancouver) 1-866-577-2525 (elsewhere in BC)
location	All of BC
language support	Arabic, Burmese, Cantonese, Dari, English, Farsi (Persian), French, German, Hindi, Japanese, Karen, Kinyarwanda, Kirundi, Korean, Mandarin, Oromo, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tagalog/Filipino, Tamil, Tigrinya, Urdu, Vietnamese
hours	Mon, Tue, Thu, and Fri : 9 am to 3 pm and 1/ed: 9 am to 2:30 pm
service restriction	Financial qualifications apply: http://www.lss.bc.ca/legal_aid/dolQualifyAdvice.php

Last updated May 23, 2019

[Back to Map Listings](#)

[Explore further](#)

More from
[Legal Services Society](#)

[Help us help you](#)

[Contact us](#)

HelpMap listings include helplines, clinics, court form workshops, and more

-Here’s an example of a service listing you can find on the Clicklaw HelpMap. Family LawLINE is a BC-wide helpline service run by Legal Services Society, where lawyers give legal advice about family law issues like parenting time, guardianship and custody, child support, spousal support, and more. There is language support provided in numerous languages, and financial qualifications apply.

seniors first bc **Seniors' Legal Clinics**

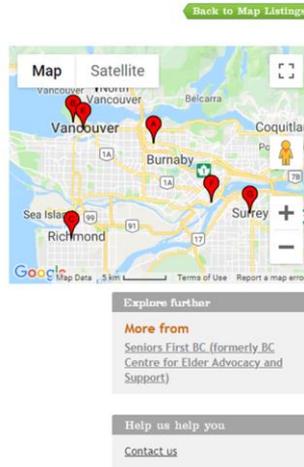
Seniors First BC provides services to older adults who are not able to access legal help elsewhere due to low income or other barriers. We may provide services for the following legal issues: Residential Tenancy/Housing, Debt, Pensions and Appeals, Assisted Living/Residential Care, Discrimination, Abuse/Neglect, Financial Exploitation, Consumer Complaints, Guardianship/Capacity. We may also assist older adults with drafting wills and personal planning documents. Call 604-336-5653 for more info.

[View website](#)

topic Abuse & family violence; Consumer; Debt; Housing, tenancy & neighbours; Pensions, benefits & welfare; Personal planning; Privacy & access to information; Rights & citizenship; Seniors; Wills & estates
type of service Legal advice, representation or advocacy; Information or self-help

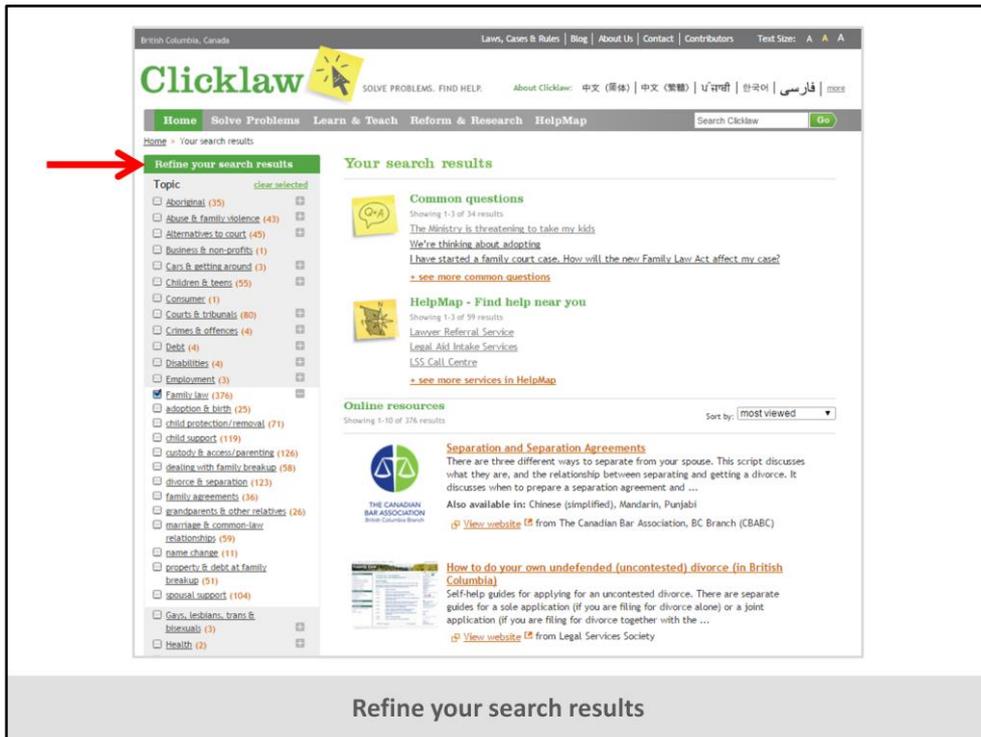
locations **Brentwood Community Resource Centre**
address: 2055 Rosser Avenue at Lougheed Hwy, Burnaby, BC V5C 5Y1
phone: 604-336-5653
language support: English
hours: 3rd Wednesday of every month from 11 am to 1:30 pm
service restriction: Seniors, who cannot otherwise afford assistance

Kay's Place, Denman Mall
address: 118 - 1030 Denman Street, Vancouver, BC V6G 2M5
phone: 604-336-5653



HelpMap listings include helplines, clinics, court form workshops, and more

-Here's another example. Seniors' Legal Clinics is a service provided by Seniors First BC and has several locations in the Lower Mainland. A client can call them to make an appointment in a clinic near where they live.



-Sometimes your search might turn up many more results than you were looking for. On most search result pages you will see a “Refine” column to the left (this feature is not available on mobile). This will let you further narrow down your search results. You can select subtopics, languages, multiple topics, and more (e.g. You might select both “Alternatives to court” and “Family Law”, for example, if you were looking for family law mediation resources).

British Columbia, Canada Laws, Cases & Rules | Blog | About Us | Contact | Contributors Text Size: A A A

Clicklaw SOLVE PROBLEMS. FIND HELP. About Clicklaw: 中文 (简体) | 中文 (繁體) | ਪੰਜਾਬੀ | 한국어 | [فارسی](#) | [more](#)

Home Solve Problems Learn & Teach Reform & Research HelpMap Search Clicklaw

Home > Languages Other than English

Languages
Legal resources and services in languages other than English

On Clicklaw, you can find legal resources in the Solve Problems section and services on the HelpMap in languages other than English.

Arabic	Resources in العربية	Services in العربية
Burmese	Resources in Burmese	Services in Burmese
Chinese	Resources in 中文 (简体) and 中文 (繁體)	Services in Cantonese and Mandarin
Dari	Resources in داری	Services in داری
Farsi (Persian)	Resources in فارسی	Services in فارسی
French	Resources in Français	Services in Français
German	Resources in Deutsch	Services in Deutsch
Hindi	Resources in हिन्दी	Services in हिन्दी
Japanese	Resources in 日本語	Services in 日本語
Karen	Resources in Karen	Services in Karen
Kinyarwanda	Resources in Kinyarwanda	Services in Kinyarwanda
Kirundi	Resources in Kirundi	Services in Kirundi
Korean	Resources in 한국어	Services in 한국어
Kurdish	Resources in کوردی	Services in کوردی
Oromo	Resources in Oromo	Services in Oromo
Polish	Resources in język polski	Services in język polski
Portuguese	Resources in português	Services in português
Punjabi	Resources in ਪੰਜਾਬੀ	Services in ਪੰਜਾਬੀ
Russian	Resources in русский язык	Services in русский язык
Serbo-Croatian	Resources in Serbo-Croatian	Services in Serbo-Croatian
Somali	Resources in Soomaalí	Services in Soomaalí
Spanish	Resources in español	Services in español

Find resources & services in 29 languages

-While you will need the help of someone who speaks English to navigate the site, if you are helping someone who is more comfortable with reading resources or receiving help in another language, you can navigate to the “Languages Other than English” page by clicking on “more” in the header to find quick links to resources and services in each available language.

Clicklaw Blog
 Stay informed with what's new – legal info, events and help in B.C.

Home About Guest Posts Subscribe

FEATURED ON CLICKLAW BLOG

Library Month at LawMatters
 © October 17, 2018 J. Crokall Editor
 By Megan Smiley, LawMatters Program Coordinator For those of us without legal training, legal problems
[Continue reading »](#)

New Guide for Digital Privacy Rights at the Border
 © October 4, 2018 J. Crokall Editor
 By Meghan McDermott, Staff Counsel (Policy), BC Civil Liberties Association Today, the BCCLA is re-launching
[Continue reading »](#)

April 2019 Events (BC-wide, Online)
 © March 27, 2019 J. Crokall Editor 0 Events

Bookmark this post! It will be updated as more events are announced. You can also get frequent updates via our [Twitter](#). Have a suggestion? [Email us](#).



[Law Week](#) is a national event held annually in April celebrating the signing of Canada's Charter of Rights and Freedoms. This year, events are held in communities throughout British Columbia in March, April, and May. Below is a list of what's going on this month:

- **Regional events**
 - Saturday, April 13 (10:00 am – 1:00 pm), Nanaimo Courthouse
 - Saturday, April 13 (10:00 am – 2:00 pm), Victoria Courthouse
 - Tuesday, April 16 (5:00 – 8:00 pm), Kamloops Courthouse
- **ClickLawLive Day**
 - Saturday, April 13 (10:00 am – 2:00 pm)
 - Call [604.687.3221](tel:604.687.3221) or [1.800.669.1319](tel:1.800.669.1319) and speak with a lawyer for FREE for up to 15 minutes about the following areas of law: business, employment, family, immigration, tort & motor vehicle, wills & estates.
- **Free Public Education/Law Classes**
 - April 1 – 27 (various dates)
 - For a list of all classes, locations, and contact info, visit [BC Law Week 2019 website](#). Classes are made possible by [People's Law School](#). Topics include estate law, employment law, wills



Search

STAY UPDATED

Your email address

[Twitter](#) [Facebook](#) [LinkedIn](#)

RECENT POSTS

- April 2019 Events (BC-wide, Online)
- 2019 Bi-Monthly Update Series: January/February
- March 2019 Events (BC-wide, Online)
- Legal Help for 60's Scope Survivors
- February 2019 Events (BC-wide, Online)

Stay informed with what's new: blog.clicklaw.bc.ca

-How do you stay updated with legal info when there's so much new and updated info all the time? Everyone relies on word of mouth. One great and easy way is to sign up for the Clicklaw blog mailing list.

-The blog is growing and subscribed to by legal intermediaries, lawyers, and community workers around the province as well as journalists.

-If you subscribe, you will get notified about events, webinar and in-person training opportunities, new resources and services, and more!

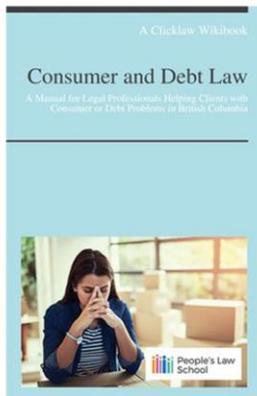
-Clicklaw is also on Facebook and Twitter as @Clicklaw, so if you're active on either platform, please follow and like away!



-If you're dealing with a family law issue, workplace bullying and harassment, being an executor, or more, don't forget to check out the Clicklaw Wikibooks (you can get to them through the footer on the Clicklaw website, and each Wikibook title is listed as a resource on Clicklaw).

-To explain the Wikibooks...If Clicklaw is akin to Google for BC public legal information (e.g. a way to search a directory of different legal resources and services in BC), the Clicklaw Wikibooks is the wikipedia counterpart. It contains "wikibooks" or groupings of wiki pages by topic. Its most popular title is JP Boyd on Family Law, which is a practical, in-depth, plain-language manual of family law and divorce law in British Columbia.

Clicklaw Wikibooks



wiki.clicklaw.bc.ca continually grows with new & revised titles

- The Clicklaw Wikibooks platform continues to grow with new & revised titles.
- You can see on our screen a new wikibook from People's Law School and a revised, 2019 edition of the popular Tenant Survival Guide from TRAC.
- How to hear about when these new titles launch? Subscribe to the Clicklaw blog!

Clicklaw



Questions?

editor@clicklaw.bc.ca



@Clicklaw

As presented by [Your name] of [Your Organization]

-So to recap, you can use Clicklaw, and the Clicklaw Wikibooks to find trusted, current legal information and services in BC. Information is maintained by contributor organizations, lawyers, and the Clicklaw editorial team.

-Now, you should be able to describe different ways to search for legal info and help on Clicklaw and the HelpMap, stay up to date on changes, and know how to contact Clicklaw with feedback, comments and questions.

*Note: Please feel free to input your name & organization in the footer – or leave blank

Invite questions and feedback – if you can't find or don't know the answer, just say that and ask if we can follow up with them*